

Self-Gov - Occupational Licenses, Bur Licensing Programs

Description:

The Bureau of Occupational Licenses provides administrative, investigative, and fiscal services to eighteen licensing boards.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Board member training and support.

A. Board training manual within 30 days of appointment.

Actual Results			
1997	1998	1999	2000
100%	100%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

B. Board training session scheduled as requested for new board members.

Actual Results			
1997	1998	1999	2000
October 1996	October 1997	October 1998	When requested
Projected Results			
2001	2002	2003	2004
When requested	When requested	When requested	When requested

C. Board requested information provided within 48 hours.

Actual Results			
1997	1998	1999	2000
When Possible	When Possible	When Possible	95%
Projected Results			
2001	2002	2003	2004
96%	97%	98%	99%

D. Board "budgeted needs request form" distributed annually prior to budget development.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

E. Implement new license database system.

Actual Results			
1997	1998	1999	2000
	In Process	In Process	Updated
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

F. Develop and maintain a Bureau Web site, with individual Board pages.

Actual Results			
1997	1998	1999	2000
	In Process	In Process	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

Self-Gov - Occupational Licenses, Bur Licensing Programs

2. Licensure law and rule change and enforcement.

A. Maintenance of computerized complaint documentation & status.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

B. Maintain proposed law and rule files for each board review annually.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

C. Newly adopted laws, rules distributed to staff 30 days prior to taking force.

Actual Results			
1997	1998	1999	2000
July 1997	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

D. Continue regular complaint review and update meetings.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

3. Administrative services (secretarial, investigative, accounting).

A. Encourage continuing education for staff through annual evaluations.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

B. Offer opportunities for staff exposure to relevant professional trade shows and conventions.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

Self-Gov - Occupational Licenses, Bur Licensing Programs

C. Maintain 5 year plan to update and/or acquire current technology.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Revised
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

D. Continue "open door" policy between staff and supervisors.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

E. Regular scheduling of staff meetings.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Revised
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

F. Develop, distribute, and implement revised policy and procedures manual by 1/98.

Actual Results			
1997	1998	1999	2000
Developing	Developing	Developing	Developing
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

4. Administration of examinations.

A. Develop and provide personnel and procedures for examinations security.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

B. Assign appropriate staff member to monitor each examination upon board request.

Actual Results			
1997	1998	1999	2000
Developed	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

Self-Gov - Occupational Licenses, Bur Licensing Programs

C. Investigative personnel to aid in examination process upon board request.

Actual Results			
1997	1998	1999	2000
June 1997	Developed	Developed	Developed
Projected Results			
2001	2002	2003	2004
Developed	Developed	Developed	Developed

Program Results and Effect:

The Bureau provides administrative, investigative, and fiscal services to the boards. Those services consist of: receiving applications for licensure; issuing licenses; accounting for continuing education credits; collecting fees, penalties, and cost reimbursements; accounting for receipts and expenditures; providing boards with financial reports; receiving and investigating complaints; arranging for prosecution of violations; facilitating board meetings; providing secretarial services; noticing board meetings; drafting rule and law changes; promulgating rules; presenting administrative bill to legislature; developing and disseminating forms and licensure information; maintaining a license database; and serving as the keeper of the official board records. The Bureau accomplishes the above by offering training sessions to educate board members and providing board training manuals; maintaining a competent and efficient staff; providing staff with current technology, appropriate training, and a supportive working environment; and contracting with the Attorney General's Office and a private firm for appropriate legal services.

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